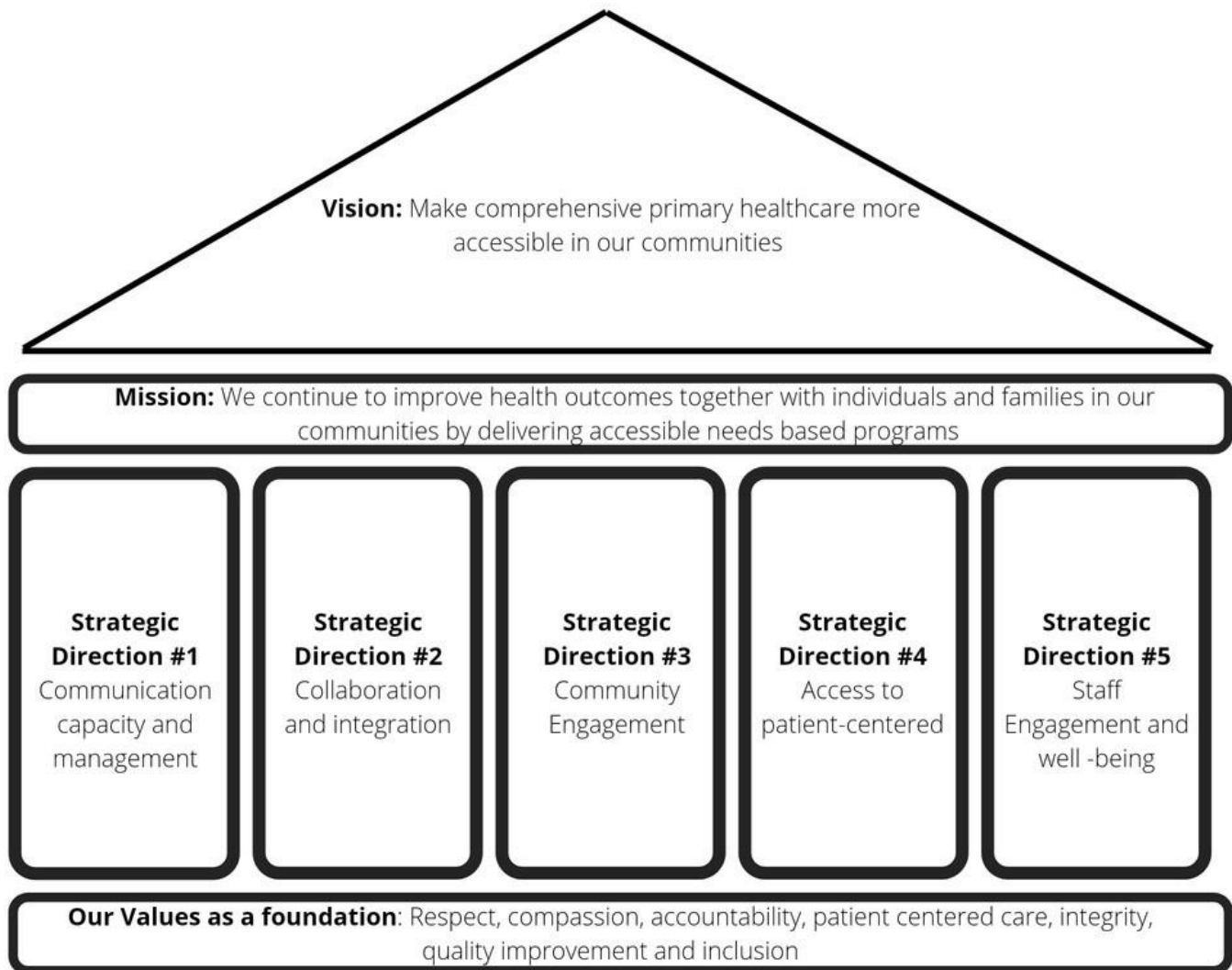


ANNUAL REPORT 2023



**RIDEAU
ST. LAWRENCE**
FAMILY HEALTH TEAM

BUILDING A SOLID FOUNDATION...



The Rideau St. Lawrence Family Health Team continues to evolve and build capacity to support our patients and primary care partners. Our values are at the core of all that we do. Continuous progress in achieving our strategic priorities supports our mission and vision.



A MESSAGE FROM THE EXECUTIVE DIRECTOR

The Rideau St. Lawrence Family Health Team (RSLFHT) has had a dynamic year. In October of 2023 the FHT moved from a reporting structure within the Ministry of Health to that of Ontario Health (OH). The new Ontario Not for Profit Corporation Act came into effect and compliance is required by October 2024. The FHT has been prepared over the past year and is in compliance.

In March of 2024, a joint collaborative submission (to OH in May 2023) within the region was successful in securing \$4+ million in additional funding for the region. The focus of the funding is to increase attachment rates for patients without a primary care provider across the Great River OHT. With invaluable input from our primary care partners, we have tailored the deployment of appropriate Interprofessional Healthcare Professionals/Administration support. Associate clinics have needed support to increase local attachment rates and accessibility to team-based services.

The RSLFHT continues to evolve existing programs and services based on local feedback. The flexibility of the model allows for services to add some customization based on population health. Over the past year the FHT has been an active partner in several working groups and projects in collaboration with the Great River OHT and other team-based Primary Care models in the region. We look forward to new and expanding relationships to create dynamic healthcare for our region. In 2024 the focus of our Quality Improvement Plan is alignment with our strategic priority of increasing capacity to support greater patient/client accessibility.

Our mission is to improve health outcomes by delivering accessible needs-based programs. This past year's activities demonstrate how the RSLFHT as an active partner has aligned with local community partners to build a strengthened and unified primary care system across our region.

A sincere thank you to the Board of Directors, for their support, leadership and commitment as the catalyst to our success in building a resilient primary care service enhancement model. To the backbone of the FHT, our dedicated, professional staff work selflessly to promote excellence in healthcare service delivery daily to all patients.

Respectfully,

Donna Derouchie

Executive Director, Rideau St. Lawrence Family Health Team

A MESSAGE FROM THE BOARD CHAIR

It has been an exciting year for us at the Rideau St. Lawrence Family Health Team. Despite the ongoing challenges in primary care, we have achieved significant progress. Through the dedicated efforts of Ms. Donna Derouchie and the entire team, we have secured funding to hire additional nurses, mental health workers, and administrators. This expansion will enhance our clinics' capacity to serve patients with increased access and services. Importantly, the addition of administrative support has facilitated the recruitment of more physicians, enabling us to accept unattached patients.

Ms. Derouchie and I have actively engaged with all groups within the Family Health Team, listening to their concerns and ideas to better serve their unique populations and circumstances. This approach has improved engagement across our teams and strengthened our team-based care model. We are excited to welcome the new team members to our clinics and to expand our physician capacity to start accepting unattached patients in the fall.

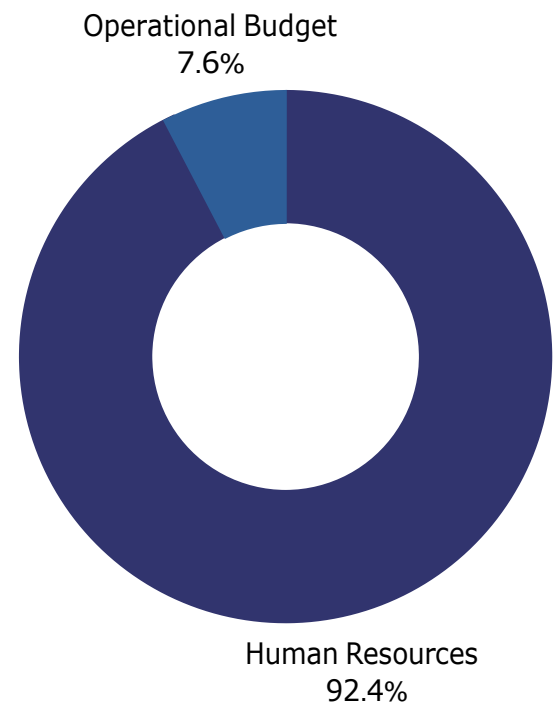
While there will be administrative challenges in meeting all OH/MOH requirements, I am confident that we will successfully navigate these hurdles and achieve our goals.

Sincerely,

Dr Vikas Bhagirath
*Board Chair, Rideau St. Lawrence
Family Health Team*

2023-24 FINANCIALS

| | |
|--------------------------------------|-----------|
| Human Resources | 1,313,894 |
| IT Software, Audit, Legal, Insurance | 67,038.00 |
| Other | 33,653.00 |
| Sub total | 1,422,707 |
| One Time funding | 66,409.00 |
| Total Revenue | 1,489,116 |





NUMBER OF VISITS BY PROGRAM

2435

Regional
Diabetes
Program

3762

Cancer
Screening
and
prevention

729

Mental
Health
Services

COMMUNITY SERVICES

Adult
Immunizations

1402

16,640

Total patient
encounters

2023-2024 HIGHLIGHTS



This past year, the RSLFHT has focused on a collaboration with regional primary care partners and the GROHT to submit an EOI to Ontario Health (OH). The focus of OH was attachment rates and increased accessibility to vulnerable and marginalized populations. The proposal was awarded just under half of the ask, 4+ million in March 2024.

With awarded funding the RSLFHT is on target to grow the team from the original 7 team members, to a renewed 19 in early 2024. This represents significant growth allowing for clinical programs and services to be expanded in all our partnering medical clinics. With the increase in funding RSLFHT will be extending services to the Russell FHO in 2024.



The expansion of Mental Health Services and a focus-based approach has resulted in increased accessibility for patients across the FHT. The program will expand to include group programming and the pilot of a youth program in 24-25.

The new funding opportunity has facilitated the RSLFHT to increase its delivery of chronic disease management, mental health and clinic support. The goal is to provide team-based support, and promote stability to all PCP offices, reducing unattachments rates within the communities served.

